Clifton Evans

designservices.io
hello@designservices.io
linkedin.com/in/designservices

In depth knowledge of computer graphics software, as well as code libraries including html, css and swift.

Focus on design & research processes, service design techniques and design systems consulting.

A UX Research & Design Lead for many international companies, governments, research centres, and startups in many different sectors. A pioneering design expert who was involved in defining the terms of User Experience, and Interaction Design within the information architecture community in the early new millennium. A specialist in Software Research and Design as well as Process Design and Product Leadership. Clifton Evans has worked with the following well known companies, government departments, innovative startups and high tech non profits and many others.

EXPERIENCE

Boxes and Arrows. Editor in Chief. Dec19 onward.
Leading the Editorial and Content Strategy for the Original IA & UX Publication
Consulting on in the Rebrand and Relaunch Strategy of the Publication for 2020

Trinity Learnovate Centre. Lead UX Researcher. Aug18-Jul19.
Extensive Research Report on Wearables, AR/VR, AI/ML and Emotion Technology
Innovation Workshops and Recommendations for Clients in Health Tech and Education
Consultation and Guidelines for Folens eBook and Assessment Platform

Clevergift. Head of User Experience. Mar-Dec17.
Directing the Product Design of the New Clevergift Platform
Designed ML Gift Finding Solutions for Brown Thomas & eBay
eGifting Service for Retailers including ShopDirect, Footlocker & eBay

Isobar. Head of User Experience. Oct15-Dec17.
Leading Up the UX Component of the Dublin Office
Optimising the UX Research and Design Process for a focus on eCommerce
Leading UX Solutions for Eir, BMW, Tayto, Thomas Cook, UCD, Cartrawler & Coillte

Aer Lingus. Lead User Experience Designer. Jul13-Jan14.
Redesign and Research Recommendations for the new Aer Lingus Website
Optimising Design Direction to maximise Conversion and meet Technical Objectives
User Experience Lead working with NY Agency on their Visual Design Options

European Space Agency. Lead UX Consultant. Mar-Sep12.
Researching the Collaborative Working Methods of Space Scientists
Design of Concept Structures to facilitate the Concurrent Design of Spacecraft
Detailed Design of Collaboration Software that enables European Centres to Design

Cisco. Lead UX Consultant. Jan-Mar12.
Concept Screen Designs for Corporate Desktop IP Phones
Consulting on Redesign of Existing Platform and Integration into New Hardware
Presentation of Concepts to Cisco for Further Refinement

Ikea. Senior UX Designer. Nov11-Jan12.
Consulting on Global Ikea.com Redesign Project with McCann in New York
Concept Designs for Kitchen Planning to Enable Integration into Purchase Process
Iterative Prototyping of Kitchen Planning, Bedroom and other Category Pages

Ericsson. Senior Software Research Engineer. Jul10-Jun11.
Researching Information Visualisation Approaches and Interactions
Design of Visualisation UIs for Touchscreen Network Management Applications
Recommendations for Video Game Interactions within 2D and 3D Environments

Fjord & Nokia. Senior Mobile UX Designer. Jul09-Jul10.
Nokia Design Research and Recommendations for Touchscreen Gesture Interactions
Consulting on the Development of a New Nokia Wide UX Pattern Library
Prototyping Favourites, Map Loader, Positioning and Selection in Nokia Maps

O2. Web Content Manager. Apr-Oct08.
Standardising Wireframe Templates for use across Online Team
Consultation on O2.ie IA and Content Needs During Launch of New Site
Developing Ad Inventory Guidelines Establishing Formats, Ownership and Source

Vodafone. Lead UX Design Consultant. May-Jun07.
Providing Requirements on Recommended 3G Standards for Mobile Applications
Developing Research Focus Groups and Reporting on Future Application Needs
Analysing Benchmark Documentation on Current Applications for Requirements

Nokia N-Gage. Lead Interaction Designer. Mar-Oct07.

Usability and Architecture for Noise Digital and the N-Gage Gaming Community System
Screen Design for MaplePictures.com, the distribution system for Alliance & Lion's Gate Films
Prototyping Screen Wireframes and Annotations for the N-Gage Gaming Community System

Best Buy & Future Shop. Information Architect. Nov06-Feb07.

Information Architecture to Redesign Best Buy and Future Shop eCommerce Systems
Analysis and Prototyping of Store Location, Global Navigation and Elements
Usability and Navigation for Various Other Areas of the Web Systems

Starbucks. User Experience Analyst. Jun-Oct06.

Analysing the Usability of the Store Management Portal Prototype
Providing Architectural Needs with Cypress for Redesigning this In-Store System
Consulting with Internal Redesign Team on their Redesign Process

US Graduate Schools. Information Architect. May-Sep06.

Providing Architecture for the U.S. Government Graduate Schools class booking system
Consulting with Cypress and Presenting to teams in Washington on Architecture Solutions
Analysing User Interaction Processes to allow Ease of Access to Needed Material

Catalonia Government. User Experience Consultant. Jun-Oct05.

Interaction Design and Usability Consulting with IDGrup for Catalan Schools Booking System
Direction of Interface for System and Consulting Directly with Government Clients
Consulting with IDGrup on User Experience Process for future projects

Sapient. Lead Information Architect. Oct04-Feb05.

Worked with Sapient to Develop a Prototype for the Global Vodafone Intranet System
Iterative Prototyping, International Focus Groups and Council Presentation in Budapest
Addressed Client Needs through a focus on Thematic Consistency and Relevance

Gametrac. Senior UX Consultant. Sep03-Jan04.

Worked with Instrata to develop a solid UI Framework for the Gizmondo Gametrac Device
Paper Prototyping, developed an initial User Interface and the Information Architecture
Invented a suitable model for Text Entry via Joypad through research and testing

Object1. Lead Information Architect. Jun02-Aug03.

Integration of IA and User Centred Design into the Object1 Thinking Squared Design Process
Information Architecture for WoodMackenzie and UK Education Authorities
Consulting on Consistency Needs for The Department for Education

LexisNexis. Senior UX Designer. Apr-Jun02.

Information Architecture and UI Specifications for the First Generation Global Legal Product
Heuristic Evaluations regarding prototype Legal and News & Business Interfaces
Specification of Local Product Adaptations and Custom User Interfaces

Scient. Senior UI Engineer. Oct00-Apr02

UX and Information Architecture for the RSA UK Estate Agent Desktop System
User Interface and Front End Technology for Boots.com and Bp.com
Research and Development on mobile formats for the Gemplus Wireless Portal

Stockgroup. Senior Designer. Feb-Oct00

Information Architecture and UI for the eDeposit Rate Bidding System
Information Architecture and Advising on Usability for the Asiaxis Investment Portal
Directing the Asiaxis Design Teams on Visual Theme and Consistency

EDUCATION

Trinity College Dublin. Phd in Digital Arts & Humanities. 2012 onward.

Practice Based Research into the Performance and Design of New Musical Instruments
Researching Frameworks of Computer Interaction, Cognition and Aesthetics
Designing Prototypes for New Instruments based on Theoretical and Practice Based Research

University of Westminster. Masters in Design for Interaction. 2002-2003.

Evaluation of Design for Psychological, Cultural and Technological Contexts
Thesis on Design for Comfort and a resulting Language Learning Network Framework
Presentation and Exhibition of Thesis Work at The Digital Hub in Dublin

Vancouver Film School. Associates in Digital Design. 1995-1996.

Media Studies focused on New Media Skills and Industry Applications
Focus on Project Management, Production, Marketing and Communications

AFFILIATIONS

IAI. Mentor. Official mentor in assistance and direction for those new to IA and UX. 2008 onward.

IXDA. Initiative Leader. Online Resources for Industry Tools and Job Seeking. 2000 onward.

UXDA (UPA). Participant. Usability and UX Meetings and Presentations. 2000 onward.

SIG-IA. Member. Community focused on the Formation of IA and UX as a Profession. 2000 onward.

PUBLICATIONS

In Progress. Book: *Digital Cognition (working title).* 2018 onward.

Trinity Research Centre. Report: *Wearables and Emotion Recognition.* 2019.

Boxes & Arrows. Article: *Changing Minds. A Conceptual Framework for Relational Cognition.* 2018.

Boxes & Arrows. Articles: *Success Stories. Design is Rocket Science. Zen and the Art of IA.* 2007.

Boxes & Arrows. Article: *Architecting Our Profession.* 2005.

Object1. Book: *Thinking Squared: The Object 1 Approach.* 2003.

Boxes & Arrows. Article: *Exploring Content Filters.* 2002.

Apress Wrox. Book: *Constructing Usable Shopping Carts.* (eCommerce UX). 2002.

Apress Wrox. Chapter: *Flash Personalisation.* Chapter in Dynamic Content Studio. 2002.

Apress Wrox. Reviewer: *ActionScript Studio, Flash MX Usability, iMovie, Dreamweaver.* 2001.

PRESENTATIONS

Dogpatch Labs. *Future of Work and Learning.* 2018.

Queens University. *Surfaces: Awareness and Visualisation of Sound.* 2013.

Trinity College. *Interactions: Techniques in Understanding the Design of Instruments.* 2013.

University of Limerick. *State of the Field.* 2010.

UXCamp. *Gestural & Touchscreen Research.* Presenting Research with Nokia. 2010.

Design Exchange. *Out Cold.* Lifeline System for survival in extreme temperatures. 2005.

Experience Cards. A Design Tool for Scenario Development. 2005.

Simon Fraser University. *Open Source Design.* 2004.

Design Council. Teaching Design of Game Devices to Schools. 2004.

IXDA & BBC. *Open Source Design* w/ Language as Design with Mark Rettig. 2004.

IA Summit. *Blueprinting: Moving into Precision.* 2004.

Digital Hub. *Towards Comfort.* Blueprint for Learning System. 2003.

CreateOnline. *The Big Issue Debate Panel on eCommerce, "MeCommerce".* 2001.

designservices.io
hello@designservices.io
linkedin.com/in/designservices